WHAT IS CLAIMED IS:

1.   A method for processing a product return using a plurality of management systems, comprising:

inspecting the product return to determine a disposition decision for the product return;

capturing the disposition decision for the product return in a first management system;

communicating the captured disposition decision from the first management system to a second management system; and

triggering, in response to the captured disposition decision, at least one process in the second management system.

2.   The method of claim 1, wherein the first management system is a warehouse management system.

3,   The method of claim 2, wherein the second management system is a customer relationship management (CRM) system, and the at least one process is updating a customer account.

4.   The method of claim 1, wherein the first management system is a warehouse management system and the second management system is a customer relationship management (CRM) system, and wherein the method further comprises

sending a CRM notification from the warehouse management system to the CRM system.

5.   The method of claim 4, wherein triggering comprises updating a customer account with the CRM system based on the CRM notification.

6.   The method of claim 1, wherein the at least one process is performing customer management.

7.   The method of claim 1, further comprising triggering, in response to the captured disposition decision, at least one process in the first management system, the first management system comprising a warehouse management system.

8.   A method for processing a returned product, the method comprising:

inspecting a returned product to determine a disposition of the returned product;

capturing, in a first management system, a decision code representing the determined disposition of the returned product, the decision code being uniquely identifying a set of activities; and

triggering each activity identified by the decision code, wherein at least one of the activities is triggered in a second management system.

9.   The method of claim 8, further comprising:

providing a unique identifier to identify the returned product; and

communicating the decision code and the unique identifier from the first

management system to the second management system.

10.   The method of claim 8, wherein the first management system comprises a

warehouse management system, and wherein the triggering comprises creating, in the

warehouse management system, a transfer order for the returned product.

11.   The method of claim 8, wherein the second management system

comprises a customer relationship management (CRM) system, and wherein the

triggering further comprises sending, to the CRM system, a CRM notification for the

returned product and updating, in the CRM system, a customer account based on the

CRM notification for the returned product.

12.   A method for processing a product return, comprising:

providing a set of decision codes;

inspecting the product return at a warehouse and selecting a decision code from

the set of decision codes based on an inspection result;

updating a record for the product return to include the decision code selected

from the set of decision codes; and

triggering an activity to be performed for the product return based on the decision

code in the record .

13. The method of claim 12, wherein the updating comprises updating the record with an effort code, the effort code providing information related to an additional effort activity for the product return.

14. The method of claim 12, wherein the record comprises a warehouse (WH) request and a unique identifier for the product return.

15. The method of claim 12, wherein the triggering comprises issuing a transfer order for the product return based on the decision code.

16. The method of claim 15, wherein the method further comprises transferring the product return in response to the transfer order and performing a follow-up activity on the product return..

17. The method of claim 12, wherein the method further comprises communicating a disposition decision based on the inspection result to a customer relationship management (CRM) system.

18. A computer readable medium comprising instructions for carrying out a method for processing a product return, the method comprising:

capturing a disposition decision for the product return in a first management system; and

triggering, in response to the captured disposition decision, at least one process related to the product return in a second management system.

19.   The computer readable medium of claim 18, wherein the first management system is a warehouse management system.

20.   The computer readable medium of claim 19, wherein the second management system is a customer relationship (CRM) management system, and the at least one process is performing customer management.

21.   The computer readable medium of claim 18, wherein the first management system is a warehouse management system and the second management system is a customer relationship management (CRM) system, and wherein the method further comprises communicating a CRM notification from the warehouse management system to the CRM system.

22.   The computer readable medium of claim 21, wherein triggering comprises updating a customer account with the CRM system based on the CRM notification.

23.   The computer readable medium of claim 18, wherein the at least one process is performing customer management.

24.   The computer readable medium of claim 18, further comprising triggering, in response to the captured disposition decision, at least one process in the first management system, the first management system comprising a warehouse management system.

25.   A computer readable medium comprising instructions for carrying out a method for processing a returned product, the method comprising:

inspecting a returned product to determine a disposition of the returned product;

capturing, in a first management system, a decision code representing the determined disposition of the returned product, the decision code uniquely identifying a set of activities; and

triggering each activity identified by the decision code, wherein at least one of the activities is triggered in a second management system.

26.   The computer readable medium of claim 25, wherein the second management system is a customer relationship management (CRM) system and the triggering comprises triggering an update to a customer account with the CRM system based on the decision code.

27.   The computer readable medium of claim 25, wherein the first management system comprises a warehouse management system, and wherein the triggering comprises creating, in the warehouse management system, a transfer order for the returned product.

28.   The computer readable medium of claim 25, wherein the second management system comprises a customer relationship management (CRM) system, and wherein the triggering comprises sending, to (CRM) system, a CRM notification to trigger customer management.

29.   A computer readable medium comprising instructions for carrying out a method for processing a product return, the method comprising:

providing a set of decision codes;

updating, in a first management system, a record for the product return to include a decision code from the set of decision codes that corresponds to a disposition decision for the product return; and

triggering, in a second management system, a process to be carried out based on the disposition decision.

30.   The computer readable medium of claim 29, wherein the first management system comprises a warehouse management system, and wherein the record comprises a warehouse request (WHR).

31.   The computer readable medium of claim 29, wherein the second management system comprises a customer relationship management (CRM) system.

32.   The computer readable medium of claim 31, wherein the triggering comprises triggering the CRM system to update a customer account based on the disposition decision.

33.   The computer readable medium of claim 29, wherein the method further comprises transferring the product return based on the update of the record in the first management system.

34.   A system for processing a product return, the system comprising:

a first management module for receiving a decision code and creating, in response to receiving the decision code, a first record relating to the product return; and

a second management module for receiving the first record and for initiating an update to a second record in response to receiving the record.

35.   The system of clam 34, wherein the first management module is a warehouse management module.

36.   The system of clam 35, wherein the second management system is a customer relationship management (CRM) module.

37.   The system of clam 36, wherein the first record comprises a CRM notification.

38.   The system of clam 36, wherein the second record comprises a customer account.

39.   The system of clam 34, wherein the decision code uniquely identifies a set of activities to be performed in accordance with a disposition decision for the product return.

40.   The system of claim 34, wherein a unique identifier for the product return is received by the second management module when receiving the first record.

41.   The system of claim 34, wherein the first management module issues a transfer order to transfer the product return based on the decision code.

42.   The system of claim 34, wherein an effort code for an additional effort activity related to the product return is received by the second management module when receiving the first record.

43.   The system of claim 42, wherein the second management module determines, based on the effort code, an effort value to charge a customer account for the additional effort activity.